

## Information Systems Supervisor 2

### Position Summary:

Under the general direction of the DWD BITS KIDS Section Chief, manage applications development of multi-platform Information Technology systems covering all aspects of the systems life cycle. Provide leadership to application development project managers, technology specialists, technology vendors and contractors to maximize application resources in support of DWD strategic goals for KIDS and W2. Lead the support and development of multiple multi-year, multi-million dollar projects utilizing highly sophisticated traditional and state-of-the-art and emerging technologies. The majority of mainframe systems are written in Cobol using CICS for online functions and DB2 and VSAM for databases. Client server applications utilize development tools such as Visual Basic, .Net and/or C++ on a variety of SQL databases and operating systems depending upon project requirements.

KIDS runs in all county Child Support and Clerk of Courts offices throughout the state on workstation platforms attached to the DOA mainframe. It manages receipts and disbursements of all child support moneys, provides enforcement and locator activities in support of obtaining child support payments and generates all documents necessary for these activities.

This position is responsible for supervising approximately 20 staff comprised of leadworker(s), project managers, project leaders, programmer/analysts including contract programmers, who are responsible for day-to-day operational support and for designing, programming, implementing and maintaining the automated Child Support system for DWS. This position is responsible for developing and monitoring operating plans and budgets, policies, procedures, standards and guidelines to insure cost-effective, customer-focused delivery of application development systems and services. This position is also responsible for identifying resources needed for each project, determining staffing needs, acquiring outside contractor services, and managing the staffing resources to provide application development and support to DWS customers including the direct public.

This position assists and advises BITS management on priorities, finances, hardware/software purchases, business opportunities and customer service issues. The position contributes to the development and implementation of BITS policies, procedures, standards, and guidelines. The position is responsible for ongoing evaluation of BITS applications development processes in order to promote increased productivity, quality and customer service, and employee satisfaction. The position also participates in BITS and agency strategic planning efforts, and develops and manages operating plans, which support those plans.

### Goals and Worker Activities:

- 35% A. Direction and Supervision of Programmer/Analysts, Project Leaders and Project Managers.
  - A1. Establish an organizational structure to meet the day-to-day operational support of applications as well as the short and long-range plan of the customer divisions. This includes determining appropriate control levels, appointing project managers/leaders, and assigning system responsibilities.

- A2. Initiate and conduct recruitment actions to fill new or vacant programmer/analysts, project leader and project manager positions, including identifying the classification level, recruitment criteria, type of recruitment and screening instruments.
- A3. Initiate classification actions and changes for existing staff.
- A4. Develop and update position descriptions for staff.
- A5. Comply with Affirmative Action/Equal Opportunity guidelines and goals for the agency and the section and actively seek to appoint and upgrade affirmative action staff.
- A6. Train project leaders and project managers to assist in the interviewing and selection process and other supervisory activities.
- A7. Prepare performance expectations for staff required to complete a probationary period. Monitor progress of employees on probation to assure successful attainment of permanent status.
- A8. Work with staff to identify annual performance and professional goals and objectives. Perform annual goals and objectives review to identify past achievements and areas for performance and professional improvement.
- A9. Review employee performance on an ongoing basis and provide constructive feedback that assists the employee in improving performance or maintaining a high level of performance. When appropriate, initiate formal and informal disciplinary actions, and resolve grievances.
- A10. Develop justification and make proposal for the awarding of Outstanding Performance awards.
- A11. Monitor the work environment to ensure that employees have the proper equipment and furniture to perform their duties safely, including monitoring of ergonomic factors which could impede performance or physical health.
- A12. Develop, or oversee the development of, training plans for programmer/analysts and project leaders/managers. Define overall training needs in terms of industry trends and customer and staff needs and ensure that training needs are met.
- A13. Evaluate the effectiveness and quality of training based on comments made by class participants.
- A14. Define career development paths and associated training needs for each path.
- A15. Encourage and promote successful working relationships among staff to improve productivity and staff retention. Resolve or negotiate staff conflicts to maintain an effective and professional work environment.
- A16. Establish work schedules for staff and recommend approval for staff leave of absence.
- A17. Manage, monitor, and review staff charging to appropriate task codes against approved service level agreements and IT plans for unit applications, and ensure that time reported is consistent with leave policy and work rules.

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- 35%    B.    Management of Applications Development Life Cycle Activities.
- B1.    Develop unit workplans to support agency strategic IT plans. Negotiate project priorities and deadlines with customers. Develop project schedules. Resolve project priority and scheduling conflicts. Allocate resources to projects.
  - B2.    Provide the primary customer management interface between Applications Development and the customer divisions to inform customer and ADS management of unit priorities, project plans and direction. Prepare formal status presentations and regular status reports to keep customers and BITS informed of project progress and issues.
  - B3.    Review and approve project proposals, estimates, timeliness and plans for accuracy, consistency and adherence to ADS standards and direction. Provide high-level oversight and guidance.
  - B4.    Monitor progress of projects against individual project plans as well as against defined project scopes. Initiate appropriate actions to assure that deadlines and schedules are met, and costs are controlled within the project budget.
  - B5.    Consult with staff in the analysis, design, and implementation of systems in order to sustain and improve staff productivity.
  - B6.    Monitor the technical and business performance of applications. Recommend, as appropriate, new development or re-engineering efforts of aging systems in order to meet the long-range goals of BITS and customer management. Assist customers in the development of project proposals for enhancing existing systems or identifying new development efforts.
  - B7.    Maintain knowledge with the current state of practice in automation of business functions of agency customers. Conduct interviews and surveys, participate and/or review business process re-engineering projects.
  - B8.    Direct and review the analysis and design of systems. The analysis and design includes developing general and detailed specifications for complex online, batch and Internet systems.
  - B9.    Direct and review the programming of systems. The programming includes writing program specifications, writing abstracts, and constructing programs in languages supported by BITS.
  - B10.    Monitor systems test and implementation phases of projects.
  - B11.    Assign and monitor maintenance functions including enhancements and problem solving.
- 25%    C.    Planning and Policy Development and Implementation.
- C1.    Assist senior management in conducting studies, which determine management policy, priorities, and procedures for BITS and ADS.
  - C2.    Implement ADS directives within the unit. Keep staff informed of management decisions, and work place policies and procedures.
  - C3.    Consult with customer management and other areas/groups within BITS to resolve issues that concern policies, goals and operation of unit applications or that impact development productivity or quality in the unit.

- C4. Propose and implement standards to contribute to the effectiveness of applications development. Develop procedures and guidelines for staff to follow in order to meet management expectations and requirements.
- C5. Ensure compliance to ADS and BITS standards, including quality assurance, and initiate changes to existing standards in order to improve service to customers.
- C6. Prepare management reports summarizing unit activities in order to evaluate effectiveness of the unit in meeting goals and objectives. Analyze data to identify trends in order to develop policies to improve quality and productivity.
- C7. Monitor Information Technology developments in the public and private sector to ensure that Applications Development policies and procedures are consistent with industry trends and standards and meet customer needs. Investigate, study, and promote the use of new techniques, methods, and technologies to improve the quality of work and develop the expertise and skills of staff.
- C8. Carry out special assignments to respond to the needs of the Bureau of Information Technology and ADS. Prepare special reports, reviews, and recommendations as requested by senior management.
- C9. Serve as backup to the KIDS ADS Section Chief.
- C10. Recommend hardware and software direction for ADS. Work with other members of the management team in developing, in general terms, plans for acquiring hardware and software for a given fiscal year.
- C11. Participate in coordination and development of contractual agreements with vendors for hardware, software, training and staff services.
- C12. Participate in Statewide, Department and Division IT strategic planning processes including annual plans, 5-year plans and service level agreements.
- C13. Participate in budget planning for ADS including hardware, software, training, travel and other equipment.
- C14. Assist in setting rates charged by ADS staff based on past experience, projected needs and resource costs.
- C15. Participate in development of technical specifications and evaluation of performance of new IT products to be procured for department projects.

5% D. Personal Development

- D1. Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of ADS and the Bureau of Information Technology.
- D2. Participate in agency State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives, and network with other IT professionals.
- D3. Read books and periodicals to improve knowledge of information processing.

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- D4. Attend conferences, seminars, and workshops to increase knowledge in information processing trends and issues, system development methodologies, productivity issues, and other applicable skills such as negotiation, communication, conflict resolution, planning, project management, leadership and supervision.

**STANDARD SUPERVISORY TASKS – (ADDENDUM TO POSITION DESCRIPTION)**

Make recommendations to hire, transfer, promote, discharge, reward or discipline employees.

Direct staffing activities for new or vacant positions.

Direct employees in planning and implementing bureau/division goals, policies, and programs to ensure productive and efficient use of staff.

Determine resources needed by employees to accomplish their assigned responsibilities.

Assign tasks in accordance with priorities and allocate resources.

Conduct performance and goals expectation meetings to set goals and performance standards, determine training needs and develop workplans.

Prepare annual and probationary "Goals and Accomplishments Review Report" for employees based on the performance standards and employee's input and meet with each employee to discuss.

Provide training necessary for employees to meet established goals.

Implement and support the department's AA/EEO policies and procedures and promote affirmative action principles in all personnel matters to comply with federal and state civil rights laws.

Advise employees on the work rules and standards of discipline and performance. Enforce these departmental rules and standards. Provide regular feedback to employees for positive performance.

Maintain a harassment free work environment.

Review workplace health and safety goals and expectations with new employees and during each employee's performance and goals expectation meeting.

Ensure that safety hazards and unsafe work practices are identified and promptly corrected. When correction is beyond your control, contact your management chain, facility support chain, and the department health & safety officer for assistance and guidance.

Investigate and report workplace accidents promptly and complete required accident/worker's compensation reporting forms in a timely manner.

Enforce safety policies, department work rules, and other department/state safety requirements.

Promote safety awareness and reporting in staff meetings and ensure that all staff are familiar with local office emergency action plan and building security plan requirements.

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Orient new employees on the provisions of the local office's emergency action plan and building security plan.

Immediately notify the DWD Incident Managers or Division Communications Coordinators of any fire, assault, bomb threat, other incident or threat, or any damage to DWD offices.

Ensure that employees receive training in the safe operation of work equipment, appropriate application and user maintenance of protective devices, and appropriate workplace behavior necessary for a safe workplace environment. Ensure that work equipment is maintained and used in a safe operating condition.

Ensure that employees are aware of the Employee Assistance Program (EAP) and refer employees as appropriate.

Represent the bureau in the investigation and resolution of division grievances to ensure proper grievance steps are taken.

Knowledge & Skills for IS Supervisor 2 position

- Broad knowledge of IT concepts, principles, practices and techniques
- Ability to guide project leaders and technical leads on multiple, large IT projects
- Knowledge of priority setting across multiple, large, highly complex mainframe IT projects
- Knowledge of priority setting across multiple, large, highly complex web.net IT projects
- Knowledge of project management of large mainframe (COBOL, DB2, CICS) IT projects
- Knowledge of project management of large Web.net IT projects
- Knowledge of systems development life cycle for IT projects
- Knowledge of project estimating, project planning, monitoring for large IT projects using automated project management tools
- Ability to plan for and manage the staffing resources for large IT projects
- Knowledge of recruitment, transfer, discharge, and disciplinary procedures
- Knowledge of vendor procurement process
- Knowledge of systems analysis, design and implementation, cost-benefit analysis and creating project proposals
- Knowledge of staff evaluation, goal-setting, and staff development
- Knowledge of strategic planning with customers
- Knowledge of strategic planning within BITS
- Knowledge of Service Level Agreement Budgeting with customers
- Ability to lead production support activities and production problem-solving for large IT systems
- Knowledge of technical and business system performance tuning of large, highly complex information systems with a very large database (i.e. hundreds of tables, millions of rows)
- Knowledge of standards creation
- Knowledge of methods to measure and increase staff productivity
- Knowledge of methods to identify and implement customer service improvements
- Ability to lead the development and implementation of standards, policies, procedures and guidelines for IT systems development
- Communication (written & oral)
- Ability to lead teams on IT projects
- Application Development CICS, DB2, Cobol Mainframe systems knowledge and skill
- Application Development Web.net knowledge and skill